

<b>COMMITTEE:</b>	<b>CABINET</b>
<b>DATE:</b>	<b>5 DECEMBER 2002</b>
<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING</b>
<b>REPORT OF:</b>	<b>CHIEF EXECUTIVE</b>
<b>Wards:</b>	All
<b>Purpose:</b>	<ol style="list-style-type: none"> <li>1. To inform members of the performance in key areas of activity for the second quarter of 2002-3.</li> <li>2. To inform members of the activity undertaken to improve performance</li> </ol>
<b>Contact:</b>	Martin Ray, Chief Executive, Telephone 01323 415002 or internally on extension 5002.
<b>Recommendations:</b>	<ol style="list-style-type: none"> <li>1. That Cabinet note the second quarter performance</li> <li>2. That Cabinet note the action planned and require a further report on the impact of the action planned at the end of the third quarter</li> <li>3. That specific attention during the Service and Financial Planning process be given to those areas which are predicted not to achieve their targets by the end of the year.</li> </ol>

<b>1.0</b>	<b><u>Background</u></b>
1.1	The Council has a statutory duty to improve services. Successive legislation and statutory guidance has identified effective performance management as the key to delivering improved services to residents and other stakeholders. The monitoring of performance by elected members is an essential component of performance management.

1.2	Members have, for three years, received quarterly reports on the Council's performance as measured by local and statutory performance indicators. Member engagement in performance monitoring has been through the Scrutiny Committee. The effectiveness of the engagement has been questioned and a number of issues identified as barriers. These include the overwhelming number of indicators and the difficulty in addressing them in a Committee meeting; the value of certain indicators in describing performance and that some of the indicators prescribed are overly technical requiring expert knowledge for their interpretation.
1.3	The Chief Executive submitted a report to the Council's Cabinet, 5 September 2002, in which a selection of (13) indicators were proposed for regular reporting to Cabinet; this proposal was agreed.
<b>2.0</b>	Performance monitoring
2.1	The indicators proposed for in depth monitoring are designed to cover key areas of Council service delivery, achieving a balance between national and local priorities. Similarly, each indicator is strongly indicative of success in the Council's Corporate Aims and Objectives
2.2	<p>The indicators are:</p> <ol style="list-style-type: none"> <li>1. Average number of working days lost per Full Time Equivalent</li> <li>2. The % of invoices paid within 30 days or other mutually agreed terms</li> <li>3. The percent of services that are capable of being delivered electronically that are delivered electronically</li> <li>4. Average relet time for Council dwellings</li> <li>5. Specified repairs done within government time limits</li> <li>6. Average time spent in Bed and Breakfast by households who are unintentionally homeless and that include children or pregnant women.</li> <li>7. The % of Household waste recycled</li> <li>8. Average time taken to complete planning applications broken down by i) Minor, ii) Major and iii) Householder</li> <li>9. Speed of processing Benefit Claims broken down by i)New Claims ii)Change of circumstances</li> <li>10. Numbers attending a leisure facility</li> </ol>

2.3	A summary and details of performance for the 2 <sup>nd</sup> quarter of 2002-3 and a written by the respective Head of Service are attached to this report as appendix 1.
3.0	<p><b><u>Consultations</u></b></p> <p>The indicators have been selected in consultation with the Corporate Management Team and Heads of Service. Cabinet endorsed the targets set on the 5<sup>th</sup> of June 2002.</p>
4.0	<p><b><u>Implications</u></b></p> <p>It is through performance monitoring that the Council can be aware of its success and failures in addressing priority areas</p> <p>.</p>
5.0	<p><b><u>Summary</u></b></p> <p>Central to the governments modernising agenda including best value and Comprehensive Performance Assessment is the rigorous implementation of performance management. This second report to Cabinet allows members to both be aware of performance issues and to take a pro-active role in considering resource allocation, service delivery and delivering continuous improvement.</p>
<p><b>Nick Ritson</b></p> <p><b>Strategic Development Officer</b></p>	
<p><b>Background Papers:</b></p> <p>The Background Papers used in compiling this report were as follows:</p> <p>None</p>	
<p>\\Ntenvironmental\Planning&amp;Stratergy\Nick Ritson\Bakers Dozen\December Cabinet Report - PIs.doc</p>	